

TASK 2 ORAL MEDIATION (Marks: 15)

CARS

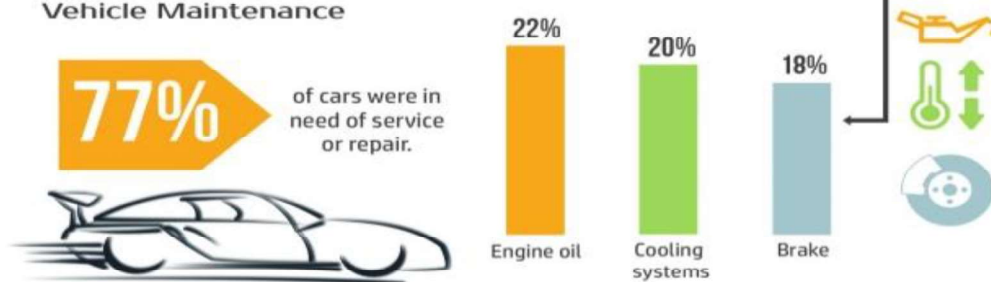
Your schoolmate was absent last week when you had a guest speaker to talk about 'Taking Good Care Of Your Car'. You saved the handout below for him, but he doesn't fully understand it and asks you for help. Explain it to him in your own words. Remember that your explanation needs to be about the information below, not about your personal opinion. You may need to use some of the words in the text, but do not copy expressions and/or full sentences. You may want to use your own examples to clarify your explanations. (About 2 minutes).

BE CAR CARE AWARE



TOP PROBLEM AREAS

Vehicle Maintenance



NEEDS REPLACING



40% of drivers research how to perform their own repair before taking their vehicle in

Searches for the maintenance category have grown **66%** in three years

LOW, DIRTY, OR LEAKING



8% CHECK ENGINE LIGHT ON

10% BATTERIES NOT HELD DOWN PROPERLY

14% NEW BELTS

10% NEW AIR FILTER NEEDED

10% NEW HOSES

Oil change queries up

63% in two years

73%

of consumers will definitely or most likely return to their most recent service provider.